

# INDY INSIGHT

## Victories, Visions & Views

Thomas Mattice, Director

Richard L. Roudebush VA Medical Center, Indianapolis, Indiana

November 2013

PEOPLE • SERVICE • QUALITY • STEWARDSHIP

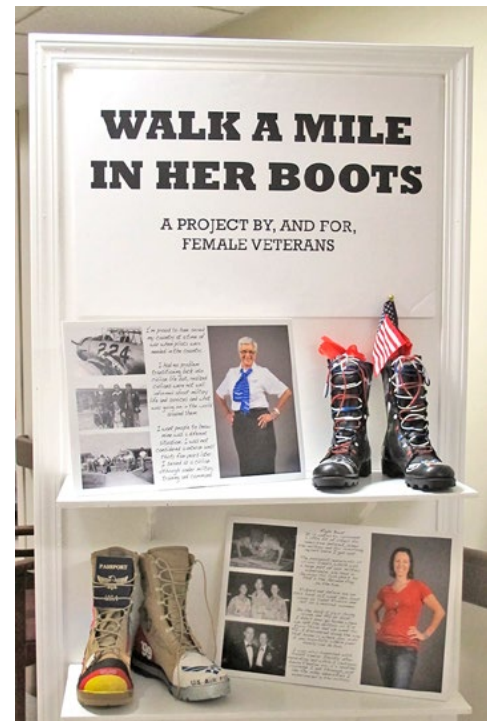
## Women Veterans Health Services

*Submitted by Lillian Abdur-Rahman, Women Veterans Program Manager*

On September 25, Women Health Services hosted the 2nd Bi-Annual Baby Shower for our pregnant women Veterans. There were nine Veterans that attended along with six spouse/support persons. Each received information about once the baby arrives and a few items that will come in handy with the baby later. VA Voluntary Service coordinated donations for both baby showers, providing refreshments and gift items for the women. The most recent baby shower included a surprise visit from EMT staff, Cathy Lee and Kelley Sermak. Both ladies welcomed all in attendance and pledged continued support from the medical center. Voluntary Service representative, Tabitha Ingram, also stopped by for a brief hello to the ladies. We wish to thank all involved in making the event a success.

The event was organized by Tracy Mariano, Nurse Practitioner (NP) from the Women's Clinic and Lillian Abdur-Rahman, Women Veterans Program Manager (WVPM). Some of the items provided included wipes, baby shampoo, lotion, blankets, baby bottles and onesies. We appreciate the interest employees have expressed in donating items for the next event (April 2014). Please contact James Todd (988-4055) or Tabitha Ingram (988-2734) from Voluntary Service to arrange all donations.

*(Continued on page 3)*



**VA**  
**HEALTH**  
**CARE**

Defining  
**EXCELLENCE**  
in the 21st Century

## Email from the Executive Management Team



Cathy G. Lee  
Assistant Director

### Veterans Day

We celebrate Veterans Day to remind ourselves of truths we have heard many times before such as "freedom isn't free" and that, in words sometimes attributed to Winston Churchill, "A nation that does not honor its heroes will soon have no heroes to honor."

Veterans Day has roots back 95 years, to 1918, when the guns fell silent across the battlefields of Europe. Nearly five million Americans served in "the World War," as it was known then. More than 53,000 Americans did not return.

The war was billed as the "War to End All Wars." But just over two decades later, another "World War" erupted, during which 16 million Americans served and 300,000 made the ultimate sacrifice to free Europe, Africa, and the Pacific from tyranny.

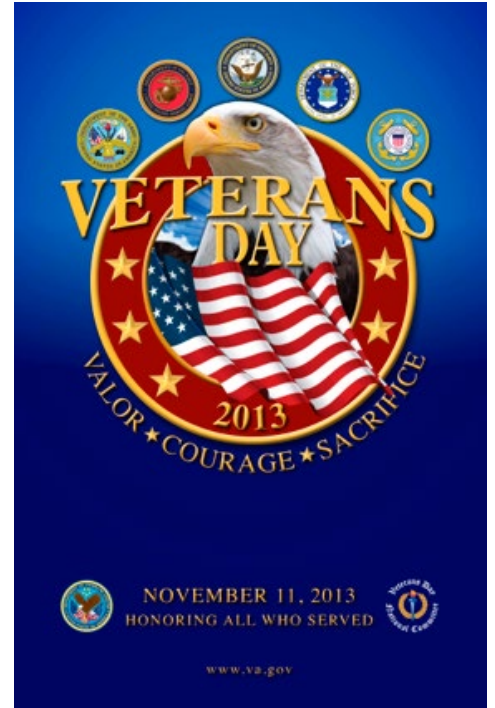
Just six years later, nearly two million Americans were called to serve in Korea, where 33,000 of their comrades gave their lives to rescue a desperate people from communist aggression.

Over 3.4 million men and women served in Vietnam. The names of 58,000 are now listed on a long black wall in the Nation's capital, so we don't forget the sacrifice they faithfully made.

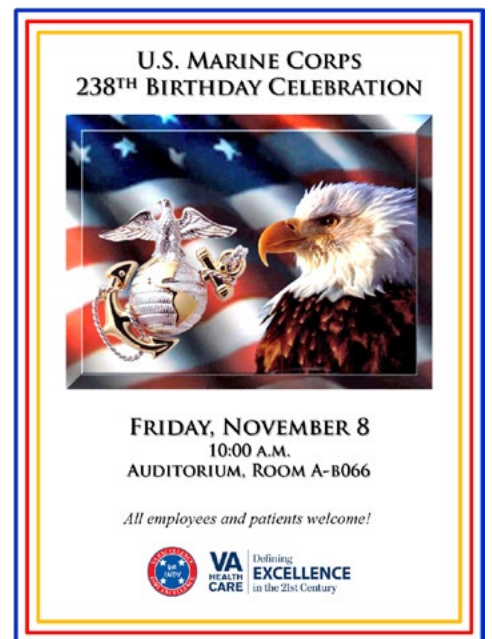
Since Vietnam, Americans have deployed under arms to nearly a dozen troubled lands such as Lebanon, Grenada, Panama, Somalia, Haiti, the Balkans, and the Middle East. 2.4 million Americans have served in Iraq and Afghanistan. More than 5,300 have been killed in action, over 50,000 have been wounded, and over 1,600 of the wounded have lost an arm or a leg.

The Veterans who fought the "War to end all Wars" are all gone now. The last, Frank Buckles, died two years ago. But over a million Veterans of the Second World War are still with us, as are about 21 million Veterans of all the wars and years since then. That's 22 million living American Veterans. That is 22 million witnesses to both the hard truth that wars still trouble the earth and the proud fact that courageous Americans of every generation still rise up and step forward to fight for freedom when called upon.

For the Indianapolis VA Medical Center, every day is Veterans Day. Serving more than 61,000 Veterans, we stand ready to provide healthcare, but more importantly, provide caring. We have a single mission: to keep the promise of Abraham Lincoln to care for those "who shall have borne the battle" and for those they leave behind.



*A celebration to honor  
America's Veterans for their  
patriotism, love of country,  
and willingness to serve and  
sacrifice for the common good.*



*Happy 238th Birthday,  
U.S. Marine Corps!*



## Women Veterans, con't.

Other women events included the second annual "Making a Difference for Women Veterans" health expo, on October 26. The program kicked off with a Breast Cancer awareness walk in support of breast cancer awareness month. Dr. Sinex and Dr. Raff shared the stage, speaking on "Comprehensive and Gender Specific" healthcare for women. A breakout session on military sexual trauma (MST) was led by Amanda Wickett-Curtis, providing general information for interested attendees.

The women enjoyed multiple health screenings booths, education and pampering throughout the day. The camaraderie of these Veterans was obvious to those in attendance.

Lastly, Nancy McCoy, Chaplain Service and Laura Malone, Minority Veteran Affairs/ MST Coordinator partnered with Women's Health Services, Lillian Abdur-Rahman, Women Veterans Program Manager (WVPM), to provide DVN (domestic violence network) cards in select restrooms within the facility and offsite locations.

Women Health Services wishes to thank all volunteers and staff who have supported programs in the past and appreciates your continued support.



## Education Corner *Mandatory TMS Assignments*

*Submitted by Keith Barker, Education Program Specialist*

The question is usually the same – what Talent Management System (TMS) modules are annual mandatories? The answer, while it seems simple, is not. TMS Modules are assigned for many different reasons. Some of them are modules that everyone is required to take; some are only required for certain job positions, work areas, or a combination of both; and some are required because of some other status that a person has within the VA: supervisor, travel card holder, COR, Peer Reviewer, etc. Sometimes a module may even be required simply because the person's supervisor assigned it to them. The best indicator of what is required for a person is to look at their To Do list in TMS. If they see something they're not sure about, they can email [indtmsrequest@va.gov](mailto:indtmsrequest@va.gov) to ask why a particular module is assigned to them. That said, there are some assignments that every employee within our facility is required to take. These are listed below:

### *National Assignments*

- Annual Government Ethics
- Privacy and Information Security Awareness
- Compliance and Business Integrity
- Prevention of Workplace Harassment/No Fear (biannual)
- Privacy and HIPAA (not all employees, but those who have access to patient information)

### *VISN Assignments*

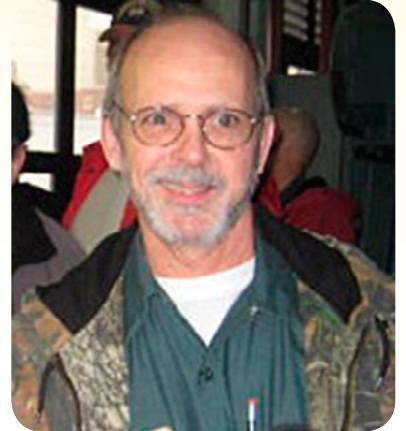
- Violence in the Workplace
- Infection Control: Bloodborne Pathogens and Tuberculosis
- Emergency Preparedness/Fire Safety/Hazardous Materials
- Utilities Management/Equipment Management/Electrical Safety Stickers/Accident Reporting
- Patient Rights and Identifying Victims of Abuse
- Patient Safety and Reporting Patient Incidents

### *Local Assignments*

- Green Environmental Management
- Patient Identification Mandatory
- Advance Directives
- Missing and Wandering Patients (Coming Soon)

Remember to check your TMS To Do list for the most accurate information about your current mandatory assignments.

## *Bereavement* **John Nicholls**



*It is with great sadness  
to announce the  
passing of  
Mr. John Nicholls.*

*John has been a  
valued member of the  
Carpenter Shop since  
July of 1999.*

*John was a very  
friendly man and will  
be greatly missed by  
all who have ever come  
in contact with him  
through the years.*



## VLER - Virtual Lifetime Electronic Record

Submitted by Darrell Baker, Registered Nurse, Chief Health Informatics Officer



### Are you receiving medical care outside the VA?

In addition to the VA, are you receiving health care from the Department of Defense (DoD) or other local health care facilities? If so, you may want to join the other 7,000 Indiana Veterans who have signed up to participate in the Virtual Lifetime Electronic Record (VLER) Health Program.

**What is VLER?** The Virtual Lifetime Electronic Record (VLER) Health is a new program that shares select parts of a Veterans' medical record

electronically, safely, and privately with other approved health care facilities that are members of a secure Internet network known as the Nationwide Health Information Network. The VLER Health program pioneers the exchange of information between different health care systems. It is a very important step into the future of health care.

**Why should I join?** The sharing of information will help to improve your care here and with your outside doctors.

### If I join, who will see my health information through the VLER Health program?

Through the Indiana Health Information Exchange, only your VA and outside doctors will be able to see your medical record. Our local partner in the VLER Health initiative is the Indiana Health Information Exchange (IHIE). IHIE connects over 80 hospitals, long-term care facilities, and more than 19,000 providers from across the State of Indiana.

**What parts of my record will be shared?** Authorized providers will be able to see allergies, medications, vital signs, problem list, immunizations and some lab results. More areas of your medical record will be shared as the program grows.

**How do I enroll in VLER Health?** Participation is voluntary and free. Your data will only be shared with your outside doctors with your written consent. You may sign up by visiting the the Release of Information Office in the basement of the Indianapolis VA Medical Center/A-B154. The phone number is (317) 988-2326. Or you may use the e\*Benefits web portal.

**What if I have questions or need more information?** You may call the VLER Health Information line toll free at 1-877-771-VLER (8537). Veterans interested in joining VLER Health may visit the Release of Information Office located on the basement floor in Room AB-154 or call (317) 988-2326 for more information.

Indy Excellence Standard of the Month - November

### Sense of Ownership

*We take pride in what we do, feeling responsible for the outcomes of our efforts. This commitment must be reflected by the recognition that our work is a reflection of ourselves.*

# Lilly Day of Caring



Every year in October, Eli Lilly & Co. employees spend the day out of the office helping community partners around the world through Lilly Global Day of Service. This year the Eli Lilly & Co. partnered with Voluntary Service and the Veterans House to expand the patio and garden in conjunction with donors from the Carmel Lowe's and Carmel American Legion Post. The Veterans House offers a safe, comfortable and homelike environment for Veterans receiving extended outpatient medical care and their family members.

Mary A. Smith, Senior Administrative Assistant at Eli Lilly & Company is a Veteran who served in the Indiana Army National Guard for nine years ending her service as a Sergeant First Class and last assignment as an instructor at the Indiana Military Academy at Camp Atterbury. Mary along with 90 volunteers, 50 for the morning shift and 40 for the afternoon shift from the Oncology Discovery Team, worked hard and were able to plant 100 perennials, four trees, 16 shrubs, 15 yards of mulch, 15 bags of top soil and to top it off, they shoveled/distributed 44 tons of dirt!



*Left to right: Mary A Smith, Senior Administrative Assistant at Eli Lilly & Company; Julie Webb, Public Affairs Officer and Jim Todd, Chief, Voluntary Service.*

During a discussion with Mary, she said, "The Lord blessed us with the most beautiful day we could imagine, contributing to our best Lilly Global Day of Service ever!" Other employees felt the same:

"I wanted to thank you for all your work to organize our work at Veterans House. Your organization allowed us to really just step into our "captain" roles without a lot of advance preparation. I was very encouraged by the mission of Veterans House and the very tangible way we could help. I also hope our folks might make long-term connections to their work." (Greg, Eli Lilly volunteer)

"Thank you so much for organizing yesterday's Day of Service (DOS) at the Veteran's House. It was a really nice experience that I felt had meaningful impact on the community. These types of personalized projects are the ones I think we should become involved in." (Susan, Eli Lilly volunteer)

*(Continued on page 7)*





"Thanks so much for setting up our Day of Service at the Veterans House. In all the years we have been doing DOS, this was by far the most organized group we have worked with as well as the organization with the most class. It is also nice to know that our work will be enjoyed and appreciated by an organization and people who deserve it – once again, a first. Well done!" (Ken, Eli Lilly volunteer)

"I wanted to thank you for coordinating this event. I felt that yesterday's LGDOS was the most successful one to date. The staff at the Veteran's House was very well prepared for the event and it was great to get to hear more about their organization and the ways that they impact the community. I look forward to next year's LGDOS. Thanks again for your contribution." (Jason, Eli Lilly volunteer)

"Thank you for organizing our LGDOS this year. That was by far the most fulfilling and well-run LGDOS I have ever participated in. I am awed by the Veterans House and what they offer to those who have served our country. I am honored to have had the opportunity to participate in a project that has a tangible impact." (Amy, Eli Lilly volunteer)

## Poinsettia VAEA Fundraiser

By Nicole Salvi, VA Employee Association

Start your holiday season off right with the festive colors of a holiday poinsettia! The VAEA (VA Employee Association) is sponsoring a poinsettia fundraiser for the 2013 holiday season. You can pre-order one of five beautifully colored poinsettias in pink, red, white, marble, or iced punch from October 28 to November 8. The poinsettias come in 6 and ½ inch decorative foil pots.

**All orders must be paid for in advance and are due by November 8. Pick up for orders will be on November 22 in C-7179 during the following times:**

**6-8 a.m.**

**11:30-1:30 p.m.**

**3-5 p.m.**

**The cost is \$12 per poinsettia and all proceeds support the Indianapolis VA Employee Association.**

For more information please contact Susan Mackey at extension 84230 or Jennifer Jordan at extension 84600.



## Silent Basket Auction raises over \$3,500 for Wounded Warrior Project!



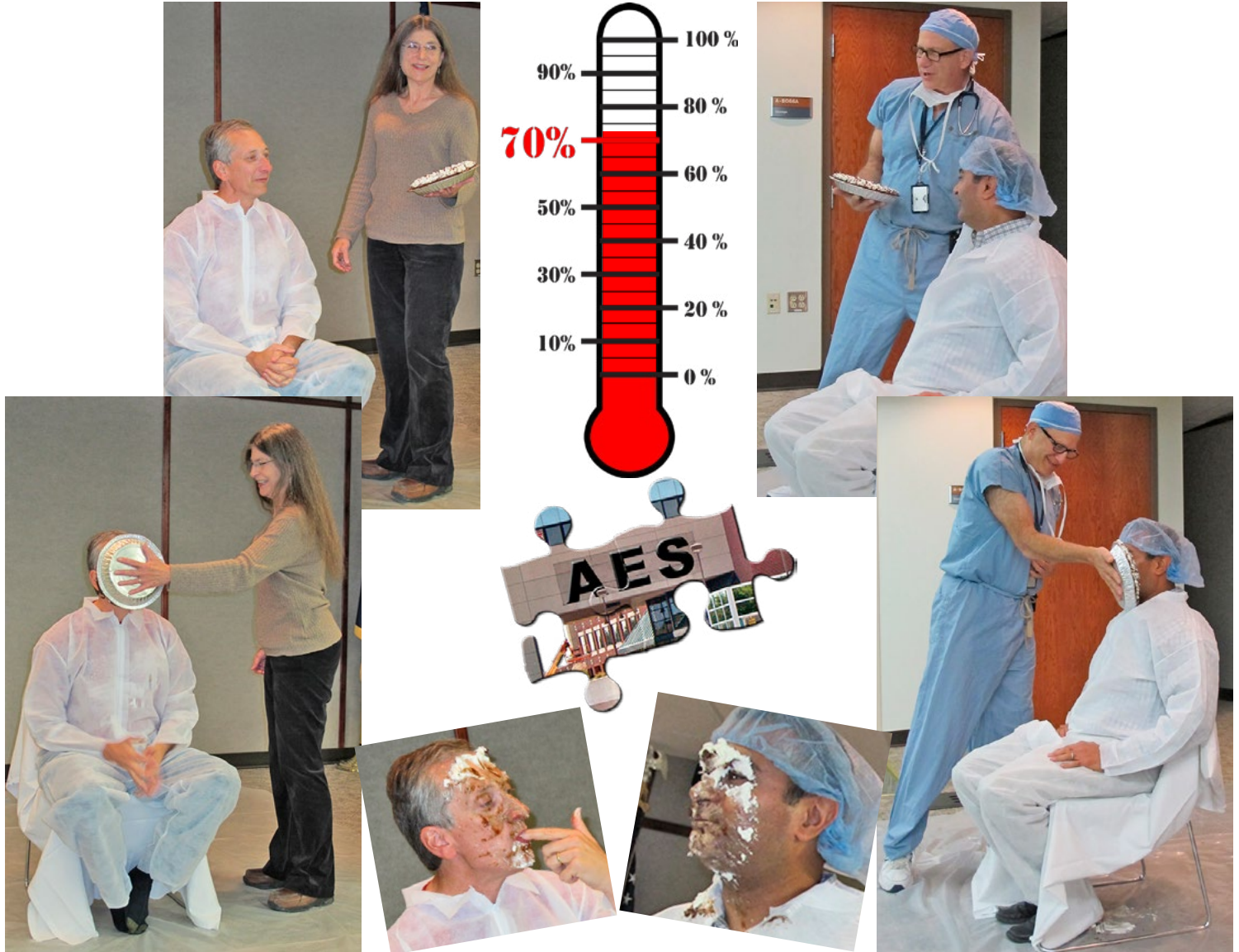
Thanks to all who participated in the CFC Basket Silent Auction. Thanks to everyone's generosity, over \$3,500 was raised for the Wounded Warrior Project. Online bidding was a big success, even allowing off site staff to participate. The campaign continues through December 13; contact your service Key Worker to donate.





# All Employee Survey Celebrating Success

## Pie in the Face for Facility Participation over 70%

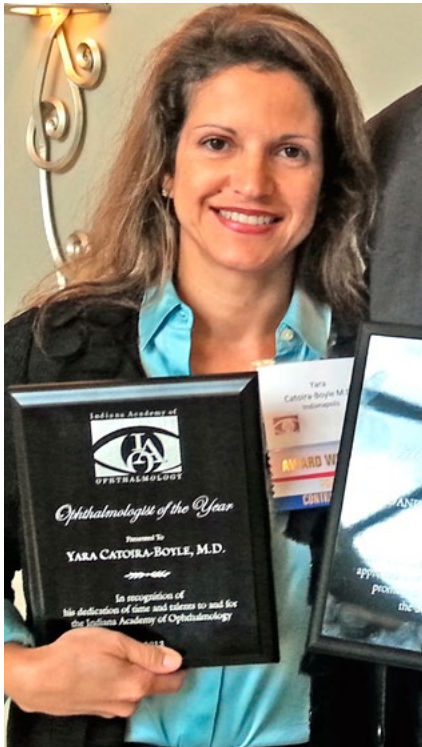


## Pizza Party for Groups with 95% Participation in the First Week





# Ophthalmologist of the Year - *Yara Catoira-Boyle, M.D.*



*Dr. Yara Catoira-Boyle*

Dr. Catoira-Boyle was presented with the Indiana Academy of Ophthalmology's (IAO) Ophthalmologist of the Year award during the IAO Annual Meeting on September 20 in Indianapolis. Dr. Catoira-Boyle is a loyal IAO supporter and is usually one of the first members to volunteer when needed. During the meeting Dr. Catoira-Boyle was also elected to serve her second three-year term on the Board of Directors. Even with her heavy clinical schedule, Dr. Catoira-Boyle is always willing to attend the Indiana State House to advocate on behalf of ophthalmology and her patients.

Dr. Catoira-Boyle has testified on numerous issues regarding pharmaceuticals, Medicaid, and children's vision issues. Dr. Catoira-Boyle was on hand this last legislative session when Governor Mike Pence signed the new School Vision Screening bill into law.

During the summer of 2011 the American Legion Annual Conference was held in Indianapolis. Dr. Catoira-Boyle was instrumental in getting ophthalmologists and residents to staff a glaucoma screening for the Veterans. During the event numerous Veterans learned important information about vision, the importance of screening, and some pathology was even caught and referred to ophthalmologists in the Veteran's home state. Dr. Catoira-Boyle was recognized for her outstanding contribution to the IAO and eye care in Indiana.

## Neuro-Ophthalmology

*Submitted by Dr. Robert Yee, Chief of Ophthalmology*

Our eyes are marvelous organs that focus bright, clear images on our retinas. But, making the images is just half of the job. Cells in the back of the eye (the retina) turn the images into electrical signals, and the optic nerves transmit these signals to our brain. Neurons in the back of the brain (the visual cortex) receive the signals and work with neurons in other parts of the brain (the visual association cortex) to interpret the images as faces, objects and symbols in color and three-dimensions. About 50% of the sensory input to our brain comes from vision, and about 60% of our brain activity is concerned with vision or movement of our eyes.

Neuro-ophthalmology is the subspecialty of ophthalmology that deals with disorders that damage the optic nerves, brain and eye muscles. Strokes, tumors, inflammations, infections and trauma can cause blurred vision, loss of side vision, double vision and loss of balance.

The diagnosis and treatment of neuro-ophthalmic disorders begins with a detailed history of symptoms and signs, and continues with a careful examination of the eyes and eye muscles. Laboratory tests, such as computerized tomography (CT) and magnetic resonance imaging (MRI), are often ordered. Treatment usually includes collaboration with the primary care physician, internist, neurologist, neurosurgeon or other medical specialists.

Prevention of neuro-ophthalmic disorders is usually more effective than treatment after damage has occurred. Therefore, control of systemic diseases, such as diabetes, hypertension and arteriosclerosis, good nutrition and avoiding toxic exposures, such as smoking, are important.

# The Indianapolis Vet Center

*Submitted by Natasha Allen, Indianapolis Vet Center Outreach Coordinator*

The Indianapolis Vet Center has been welcoming home our men and women in uniform since January 1980. Our program specifically addresses the readjustment needs of Veterans from all combat theaters, and those who experience sexual trauma while serving their country. We also provide bereavement services for families of service members who have died while on active duty.

The mission of the Indianapolis Vet Center is to serve Veterans and their families by providing a continuum of quality care that adds value for Veterans, families and communities. Care includes professional readjustment counseling, community education, outreach to special populations, the brokering of services with community agencies, and provides a key access link between Veterans and other services within the Department of Veterans Affairs. Many of our Vet Center counselors are Veterans themselves and are proud to support Veterans and their loved ones. Counseling for military trauma and family assistance is our focus. We offer referrals for benefits and medical assistance delivered through VA. The Indianapolis Vet Center maintains strict confidentiality.

We work closely with the State of Indiana and community agencies to reach out to Veterans and their families. There are five Vet Centers in Indiana: Indianapolis, Ft. Wayne, Evansville, Crown Point, and South Bend. The Indianapolis Vet Center supports and works with Richard L. Roudebush VA Medical Center. The Indianapolis Vet Center is located at 8330 Naab Rd. Suite #103, Indianapolis, IN 46260. Telephone (317) 988-1600. Website: [www.vetcenter.gov](http://www.vetcenter.gov)

***Walk into your Vet Center. Do it today.***

## Veterans Appreciation Day *Thank You!*

Thursday, November 7

9 a.m. - 4 p.m.

Indianapolis Vet Center

*Indianapolis Vet Center is hosting Veterans Appreciation Day to say Thank You to all our Veterans and Active Duty Service Members for their Dedication and Service to our Country.*

- Onsite assistance with benefits and entitlements
- Community support presentations
- Tours
- Refreshments

**Vet Center**

Indianapolis Vet Center  
8330 Naab Road  
Suite 103  
Indianapolis, IN 46260  
(317) 988-1600  
[www.VetCenter.va.gov](http://www.VetCenter.va.gov)



## Black Emphasis Committee 2013 Veterans Thanksgiving Food Drive Baskets

**November 22 - Room C-1202**

*(Suggested basket items:)*

*Cake mix/frosting*

*Canned green beans*

*Boxed mashed potatoes*

*Canned cranberry sauce*

**Drop-off: 8:00 a.m. – 12 Noon**

**Pick-up: 11:00 a.m. – 2:00 p.m.  
(or until supplies last)**

*(Suggested basket items, con't:)*

*Boxed stuffing*

*Gift card for turkey*

*Boxed macaroni & cheese*

*Canned yams/sweet potatoes*



# Million Veterans Program

*Submitted by Susanne Katalina Gullans, Administrative Officer, RD*



*Erich Skale, Air Force Veteran*

On October 18, the Million Veteran Program (MVP) personified Indy Excellence when many research staff went above-and-beyond on a day full of uncertainties and delay. Diana Kelly (MVP Program Manager) arrived on-station only to find the building inaccessible due to the suspicious package. At the same time, Mr. Skale, a Veteran who wanted to participate in the Million Veteran Program, was already enroute to his MVP appointment, unaware that upon his arrival, appointment times would be delayed and many appointments were being cancelled.

After driving three hours to the facility for his MVP appointment and finding out that the MVP staff was not in the facility, Mr. Skale remained diligent in his commitment to participating in the research study. He and his daughter were very gracious in understanding the circumstances of the day and they both displayed great respect for the efforts the facility had underway to assure safety for all.

Ms. Kelly was aware of Mr. Skale's arrival and kept in touch with the Research Administrative office so they could inform Mr. Skale that she would be available as quickly as possible. As a token of appreciation for their understanding and patience, Dr. Tom Callaghan, Associate Chief of Staff, Research, treated Mr. Skale and his daughter to lunch as they waited - a gesture that was truly appreciated by them! The understanding, patience, commitment and dedication displayed by Ms. Kelly, Mr. Skale and his daughter, is a true testament of our great staff and the Veterans that we serve every day.

Mr. Skale is an Air Force Veteran serving from 1957 through 1962. Originally from Germany, his father was a WWII POW and moved the family from Germany to the United States. He was an Administrative Specialist in the Air Force and received his citizenship in San Antonio Texas in 1958. After serving, Mr. Skale pursued education, eventually receiving a Bachelor's Degree in Electrical Engineering. He is currently self-employed in Elkhart, Indiana where he lives with his wife and enjoys photography.

## Veterans Serving Veterans

*All employees who have served in the Armed Forces  
are invited to attend a special celebration.*

**November 19**

**C-1202**

**1 - 3 p.m.**

*Pick up your military Service badge.*

## Veterans' Voices

Letters & emails from our Veteran patients and their families. The following comments were recently posted to our Facebook page.

### **Tiffany Davidson**

*"Can I say what a difference this VAMC has made in my life... I've been a patient at several regional hospitals but I feel like I'm just now starting to be treated. Amazing experience!"*

## Welcome New Employees

Barry Barker  
Jennifer Faulkner  
Andrew Fielman  
Luis Gonzalez  
Synthia Jans  
Pamela King  
Eric Lammers  
Michelle Laughlin  
Steven Mead  
Rhonda Miliner  
Darin Sanders  
Alexa Speas  
Keana Terrell  
Mark Vickery  
Tammy Walker  
Lynda Weathers

## KUDOS Genomics Loves Indy

Submitted by Vickie L. Venne, MS, LGC, Senior Genetic Counselor, VHA Central Office, Genomic Medicine Service

Now that the Halloween ninjas and pirates are in our rear view mirror, it is time to prepare for the upcoming holiday season. Because the season starts with Thanksgiving, I have been reflecting on all that I am thankful for in 2013.

As a relatively new specialty care service for the VA, Genomic Medicine Service is particularly thankful for our Indy colleagues. Genomics is a national service that uses the VA's telehealth infrastructure to provide genetic care to Veterans. So, we rely on the collegiality of staff in the patient side to assure that our Veterans receive quality care.

First, we encountered an amazing Telehealth team, led by David Yanez, and including Kristy Rhorer, Marcus Kearney, Mat Lothian, and Andrea Gilliam. They have been professional, quick to respond, courteous with our Veterans, and an absolute delight to work with for almost two years. One of our favorite memories of Kristy going above and beyond was coordinating a telehealth MOVE! visit for an Indy Veteran who was in Utah on vacation. While not directly impacting our service, this is but one example of her stellar performance.

Second, Dr. Chris Wade and his team in Laboratory Medicine Services, including Julie Priebe, Mina Patel, and Patty Garry, have been wonderful champions for our service. While the genetic counseling services are provided free to your facility, the testing is still paid for by the Indy VAMC. So it is easy to understand that pathology departments can be skittish about expensive genetic tests. EVERYONE on the pathology team has been collaborative, asking questions to clarify and keeping us on our toes. They pull this off while promptly responding to test requests, coordinating biospecimen collections, and communicating results to assure that our Veterans receive comprehensive and appropriate genetic services. A special shout-out to Dr. Wade for supporting us on the national P&LMS Chief's email discussion group when issues surrounding genetic testing arise.

I am thrilled to have an opportunity to publically thank these two services in your facility. Directly and indirectly, their work provides care for the fortunate Veterans in Indy who are seen in your facility.

 [www.indianapolis.va.gov](http://www.indianapolis.va.gov)  [www.facebook.com/VAIndianapolis](https://www.facebook.com/VAIndianapolis)  [www.twitter.com/VAIndianapolis](https://www.twitter.com/VAIndianapolis)

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